Royal Mail Timed Delivery®

A service which allows you to specify what time of day your mail is delivered. Timed Delivery is subject to availability.

What is Timed Delivery?

You can choose a convenient time to receive mail. You can choose to receive mail during quite periods of the working day, or earlier if you want to process orders and payments first thing.

What times can I choose for you to deliver my mail?

We can deliver mail to customers within 10 miles of their delivery office from 6.00am. You specify a deliver time and we aim to deliver everything we've sorted within fifteen minutes either side of it. The requested time is subject to operational capacity.

How much does it cost?

Price per month	Price per year
£333.34 plus VAT	£4000 plus VAT

You pay these fees in advance.

Does my mail have to be delivered at the same time every day?

We can deliver your mail at the same time every day from Monday to Saturday, or on specific days of the week or month.

Royal Mail

What about mail sorted after the agreed delivery time?

We'll deliver it with the normal post round.

What if my mail doesn't get delivered within the agreed delivery time?

We aim to deliver your mail 15 minutes before or after the due time. If it is outside of this window, please contact the Customer Service Centre (we will give you the details when you set up the service).

How do I cancel or change the service?

The service must run for a minimum of one month. To cancel or change, we need one month's written notice.

Can you deliver my mail before 6.00am?

If you want a Timed Delivery before 6.00am, this would be a bespoke service at a negotiated price. This is subject to operational capacity.

Are there any restrictions?

If you are located over 10 miles away from a delivery office, the service is available at our discretion.

Is there a minimum amount of mail you'll deliver?

No.

What other services can I use?

We can deliver Priority and Response Service items using the Timed Delivery service. You must make sure the recipient is available to sign at the time you specify.

How do I apply?

Fill in and return the attached application form.

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Royal Mail Timed Delivery® Application – subject to availability

Customer Details

Company

Address

Postcode

Contact Name

Job Title

Telephone

e-mail

Invoicing Details (if different from above)

Company

Address

Postcode

Contact Name

Job Title

Telephone

Customer Requirements

Timed Delivery required on:

☐ Monday ☐ Tuesday ☐ Wednesday
☐ Thursday ☐ Friday ☐ Saturday
☐ Monday to Friday ☐ Monday to Saturday
☐ Other (please give details)

Delivery time required

Earliest possible time delivery would be acceptable

Latest possible time delivery would be acceptable

Is there someone available to accept delivery during these times?

☐ Yes ☐ No

Delivery Point

What date would you like the service to begin?

Payment

Invoice frequency required

☐ Monthly ☐ Yearly

Payment by cheque

Amount enclosed £

Price:

£333.34 plus VAT per month / £4000 plus VAT per year. All cheques should be made out to Royal Mail.

Please complete and return with payment in the pre-paid envelope provided to:

Royal Mail, Timed Delivery Team, PO Box 740, BARNSLEY, S73 0ZJ

For official use only

Delivery Office Contact	
Date request sent	
Agreed by	

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